



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, 19TH THEATER SUPPORT COMMAND
UNIT #15015
APO AP 96218-5015

EANC-GM

08 FEB 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy #56 - Direct Support (DS) Incentive Program

1. REFERENCES.

- a. AIS Manual 25-L21-AHN-ZZZ-EM, Standard Army Maintenance Systems Level 1 (SAMS-1), 1 June 1997.
- b. AR 385-10, The Army Safety Program, 29 February 2000.
- c. AR 700-138, Army Logistics Readiness and Sustainability, 26 February 2004.
- d. AR 710-2, Supply Policy below the National Level, 25 February 2004.
- e. AR 735-5, Policies and Procedures for Property Accountability, 10 June 2002.
- f. AR 750-1, Army Materiel Maintenance Policy, 18 August 2003.
- g. DA Pam 738-750, Functional Users Manual for The Army Maintenance Management System (TAMMS), 1 August 1994.
- h. FM 4-30.3, Maintenance Operations and Procedures, 28 July 2004.
- i. 19th TSC Memo, Maintenance Performance Measures and Standards, 27 September 2000.
- j. 19th TSC Memo, Small Arms Repair Parts Management, 8 September 2003.

2. PURPOSE. To provide theater Direct Support Units (DSU) an opportunity to compete for the Direct Support Excellence Award (DSEA) and to be recognized as the Top DSU under the Direct Support Incentive Program. The DSEA will allow direct support organizations within the 19th TSC to demonstrate exceptional expertise in maintenance, supply functions, and customer satisfaction.

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3. **APPLICABILITY.** This policy applies to all DS organizations within the 19th TSC, subordinate organizations that receive support from a DS organization with the 19th TSC, and personnel within or subordinate to the 19th TSC.

4. **GUIDELINES.**

a. **Direct Support Excellence Award.** The following incentive awards will be awarded annually:

(1) CG on-site awards the winning DSU Company Commander or nominated unit command representative a “pseudo check” in the amount of one thousand dollars (\$1,000).

(2) CG on-site awards the unit with a Direct Support Excellence Award Plaque.

(3) Commanding General’s Coin for individual(s) nominated by the unit’s command.

(4) One training holiday.

(5) Article in “Team 19” magazine.

b. **Monetary Incentive Award.** Awards will be appropriated funds only. The Maintenance Division within the 19th TSC, Support Operations (SPO) will provide the winning DSU to the command Resource Management (RM) office.

c. **On-Site Award Presentation.** The Commanding General’s on-site awards will be coordinated directly through the CG’s Aide de Camp. The winning unit’s Area Support Group (ASG) SPO or Corps Support Group (CSG) SPO must coordinate with the 19th TSC, Support Operations, Maintenance Division, to pick up the DSEA Plaque, CG Coins, and “pseudo check” prior to the presentation.

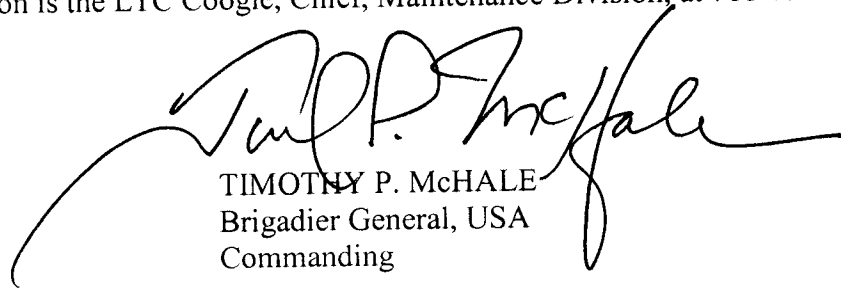
5. The 19th TSC, SPO, Maintenance Division is responsible for executing the Direct Support Incentive Program IAW with the annual DSEA schedule/MOI, this policy, and applicable regulations. The SPO, Maintenance Division will publish updates concerning regulations and Command Group Guidance along with any Department of the Army changes in performance and standards, additional MOI changes, and distribute the DSU Matrix via email to all ASG or CSG Support Operations no later than one week after the final DSU has been evaluated. The 19th TSC, SPO will validate all DSEA criteria on an annual basis, at a minimum.

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6. Point of Contact for this action is the LTC Coogle, Chief, Maintenance Division, at 768-7373.

Encl
DS Metric Scorecard



TIMOTHY P. McHALE
Brigadier General, USA
Commanding

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